

*DELAWARE EMERGENCY MEDICAL SERVICES OVERSIGHT  
COUNCIL*

*MEETING MINUTES*

**September 20, 2017**

The meeting was called to order by Chairman Robert Stuart, Delaware State Fire School, Classroom 5 in Dover. Those in attendance were as follows:

**Council Members**

Robert Coupe	Dept. of Safety & Homeland Security
Warren Jones	DVFA (Alt.)
Kate Groner	ACEP
Glenn Luedtke	Sussex County Member at Large
Larry Tan	New Castle County EMS
Alan Robinson	Fire Prevention Commission
Romain Alexander	Governor's Office
Mike McMichael	DVFA Ambulance Committee
Norman Barlow	Police Chiefs Council
Bruce Nisbet	Medical Society of DE
Maria Diaz	EMSC
Colin Faulkner	Kent County EMS
Crystal Webb	DHSS (Alt.)

**Council Staff**

Diane Hainsworth	OEMS
Jacki Poore	OEMS

**Guests in Attendance**

MarySue Jones	OEMS
Tim Cooper	EMSPS
Sarah Davis	DEMA
Ashley Dukes	Kent County EMS
Robert Newnam	DSFS

***I. INTRODUCTIONS***

*DEMSOC members, staff and guests introduced themselves.*

## II. APPROVAL OF MINUTES

*The minutes from the May 17, 2017 meeting were reviewed and approved.*

## III. PUBLIC HEALTH PREPAREDNESS UPDATE

*Tim Cooper stated that their annual Family Preparedness Day is on Saturday, September 23, 2017 at the Ag Museum in Dover.*

*He reminded everyone that flu season is upon us, there have been reported cases in Delaware, he reminded everyone to get their flu shot.*

*He stated that they have several completed initiatives; Family Assistance Center Plan, DEMA Mass Care and Long Term Care Evacuation and Surge Exercise, Public Health Preparedness App, Mass Care Table Top and COOP Table Top.*

*He reported that they have several upcoming planning projects and exercises; 6<sup>th</sup> annual Preparedness Symposium on November 8 at Del Tech Terry Campus, DHSS Mass Care Functional exercise in Spring 2018, Shelter Manager Training, Lab and EPI Table Top exercise, Radiological Workshop, Hazard Vulnerability Analysis and Hazard Mitigation Plan and COOP exercise.*

## IV. NEW BUSINESS

### 1) **DEMRS Elite**

*Diane Hainsworth reported that they are transferring to a new platform for DEMRS, it will be the Elite platform which is Nepsis 3.0 compliant, which means it is HL7 compliant. There will be in the future the possibility to push some patient info directly to healthcare records in the receiving facility. With the upgrade there will be an increase of the speed in which it takes to enter a report. It will improve data collection and there will be a significant improvement for opioid tracking. Their plan is to go live by January 1. There will be a Train the Trainer training taking place October 17-21 at the DPH warehouse with ImageTrend coming in to teach the class.*

### 2) **Opioid Issues-First Responder Narcan**

*Diane Hainsworth reported that OEMS has received some funding through DESAM to purchase Narcan for the police and BLS companies. They are currently working on the distribution plan, more information to come in the near future as they receive the order. She gave congrats to New Castle County for receiving some funding to provide Narcan to first responders. She reported on the need for police agencies to send their Narcan usage reports to OEMS as it helps with restocking purposes.*

*The OEMS is currently applying for multiple grants one of which they are doing a final work plan with the CDC. The intent from the Public Health standpoint is to create a system of care much like the Trauma and Stroke Systems. They plan to have the initial meeting around the first of the year.*

*They are looking to take a community champion approach. They are looking to identify a community champion from each county for the first responder system.*

*They also received an enhanced surveillance grant that will help identify high risk areas and pinpoint areas of specific intervention. She reported that the new DMI report will be out next week, and will be shared with the DEMSOC committee members.*

## VIII. OLD BUSINESS

### 1) Agency Reports

#### Sussex County Member-At-Large

*Glenn Luedtke reported on the report from the CDC on violence against first responders. Although the report uses 2014 data it sites 2600 EMS workers who required hospital treatment after being attacked. It also cites the lack of knowledge among EMS workers on how to deescalate a situation and protect themselves, and that there seems to be a disconnect between dispatch and the field.*

#### DVFA Ambulance Committee

*Mike McMichael reported that they completed their annual EMS conference last week. The conference was downgraded from the past years due to National Registry lowering their CEU requirements. Their annual awards banquet and dinner was held on Wednesday, several awards were given out. The State EMS Association has a new president, Amy Yonko.*

#### EMSC

*Maria Diaz reported that their next advisory meeting is on November 14, 2017.*

#### OEMS

*Diane Hainsworth reported that they have included in the 5 year hospital preparedness program plan to take the scenario from DAFB exercise (planes colliding with 100 trauma patients) and see how Delaware would handle the situation, and look to enhance our surge capacity. The exercise will be presented to the Trauma System committee at their next meeting.*

*They are moving forward to attempt to get the peace officer/community Narcan legislation upgraded to include first responders as defined in Delaware Law.*

*MarySue Jones reported that the next Trauma System committee meeting is next Wednesday, September 27. She also reported on the Statewide Stroke System of Care, the committee began meeting a year ago, their next meeting is October 11. Out of this system has been created two subcommittees, nominating and data/quality, who have both met two times. She also stated that at the last Coalition for Injury Prevention meeting they had a representative from DSP present the VIPER (Violent Intruder Preparedness and Response) Training.*

New Castle County

Chief Tan reported:

*High Performance CPR In-service: New Castle County EMS provided in-service training for the entire Wilmington Fire Department. The request for in-service training on high performance CPR was a result of some of the Wilmington Fire Department staff having attended the Delaware Resuscitation Academy hosted by New Castle County EMS in March 2017. The Resuscitation Academy and in-service training are ongoing efforts to continue to improve the survival rates from out-of-hospital sudden cardiac arrest in New Castle County.*

*Naloxone Distribution: The New Castle County Executive, and members of New Castle County Council allocated contingency funds toward the purchase of naloxone (Narcan) for use on fire service ambulances. The contributions from the County Executive and County Council were augmented by a donation from the Greenhill Pharmacy. The public-private partnership was highlighted during a recent news conference.*

*Award: Lieutenant Michael Nichols received the Stephanie Calloway Memorial Excellence in Paramedicine Award from the Delaware State EMS Association. Lt. Nichols was recognized for his seventeen (17) years of service to the New Castle County EMS Special Operations program as a tactical paramedic. He later served as the non-commissioned officer in charge of the SWAT medic program, and was one of the tactical paramedics that responded to the 2005 hostage rescue at the Delaware Correctional Center in Smyrna.*

*State Active Shooter/Hostile MCI Working Group: The working group is presenting the draft response guidelines to each county fire chief's association. At the request of Secretary Coupe, the draft was also presented to the state Homeland Security Advisory Council. Secretary Coupe has also instructed DEMA Director Schall to examine if the guidelines, once finalized, could be included in the state Emergency Operations Plan (DEOP). The working group is scheduled to meet again on October 12<sup>th</sup>.*

*State Paramedic Reimbursement: Chief Tan reported that the FY 2019 state reimbursement budget was submitted to the Office of EMS (OEMS) on September 1<sup>st</sup>. The reimbursement for the current fiscal year was reduced by 6% to a rate of 24%. New Castle County was instructed to base their FY 2019 reimbursement on the same rate of 24%. Chief Tan raised concern regarding the continued reductions in reimbursement for the statewide paramedic service, highlighting the continued increase in demand for service and efforts to engage the paramedic services in other activities and projects that could potentially have positive impact on both public safety and public health in Delaware. He also cited the Delaware Monitoring Initiative (DMI) report that reported a 26% statewide increase in*

*EMS activity that was attributed to the opioid overdose epidemic. It will be increasingly difficult to sustain paramedic services with decreasing resources, and he encouraged DEMSOC to examine the funding issue.*

**Kent County**

*Colin Faulkner reported that they are fully staffed. He gave an update on the pilot of the new single medic unit in Frederica, it seems to be going well although busier than expected. They have had several large scale events since the last meeting, all went well. The levy court has endorsed them as a training center.*

**Fire Commission**

*Alan Robinson reported that they had their commission meeting yesterday. Their investigator reported that last month they had 8 complaints. They closed one case and denied one appeal of parole. Their next meeting is October 17.*

**DVFA**

*Warren Jones reported that their new president was announced at their annual conference, Richard Perillo. They have lost the funding for ballistic vests.*

**Sussex County**

*The Sussex County EOC currently has no vacancies.*

*The Rehoboth 911 Center relocated its personnel and operations to the Sussex County 911 Center in Georgetown on 9/21/15. The City of Rehoboth is constructing a new multi-purpose complex that will include a new 911 Center, Police Department and Conventions Center. The estimated completion date is December of this year.*

*Smart911: The County continues to promote its new high-tech tool designed to give first responders critical information about those in need when seconds count. Smart911™ is an online service that allows any Sussex County resident to create a Safety Profile for his or her household, and pre-load information in that profile should someone ever need to call 9-1-1. The service, which is voluntary and free to use, is unique in that it allows users to control their information. This travels with them wherever they may go in the United States, so long as another jurisdiction uses the Smart911™ program. The service is available at [www.smart911.com](http://www.smart911.com). Smart911™ is especially helpful for people with specialized conditions, those with young children, or who utilize mobile phones. Mobile phones, unlike home or business phones, do not have physical addresses associated with them. This could potentially cause delays to response and treatment. To date, over 3,700 Sussex County residents have created profiles in the Smart911 database.*

*PulsePoint: The County has implemented PulsePoint. PulsePoint is a program that uses a specialized application, via GPS, to identify first responders and community members who know CPR within a 1/2 mile of a cardiac arrest. Furthermore, using PulsePoint AED, the application can identify a known AED in a public environment and have a trained provider respond as well. The goal is to use the power of the CAD system to reach out to trained bystanders, and those with AED's, to respond to cardiac arrest calls in an effort to increase a victim's chances of surviving a cardiac arrest. They have just released the app to the public and are in process of AED location verification. They had their first successful pulse point app responder arrive and start CPR prior to the arrival of EMS units.*

*Summer is winding down and the Sussex County EOC is in full 2017 Hurricane season mode. The Director of the EOC, Joe Thomas, reminds residents that hurricane season along the Atlantic coast began on Sunday, June 1<sup>st</sup>, and runs through the end of November. The National Oceanic and Atmospheric Administration's (NOAA) Climate Prediction Center says there is a 70% chance that the Atlantic hurricane season will bring six to eleven named storms, and that three to six will become hurricanes with two of them coming between categories 3 and 5. It looks like September has fulfilled that expectation already.*

*On Thursday, October 12, 2017, the EOC will host its 18<sup>th</sup> Annual 9-1-1 Awareness Day at the Sussex County EOC. This is a fun-filled day of Safety Education and some of the displays and activities will include a Delaware State Police K9 team demonstration, Police Cars, Fire Trucks, Ambulances, Paramedic Units, County and State Command Centers, Fire Safety House, Fire Marshal's safety displays, Delaware State Fire School, DEMA, DNREC, 9-1-1 Education, as well as tours of the Emergency Operations Center. Admission is free and this year they have over 1,000 fifth grade students confirmed as attending.*

### **Sussex County EMS**

*They currently have 10 vacancies. They are actively recruiting for new employees. They have five paramedic candidates in the out-of-state verification-of-competency process and recent interviews yielded seven potential new hires. They continue to recruit new hires, specifically, out-of-state candidates as well as in-state graduates from DTCC as well as other local and regional training centers.*

*Sussex County EMS has reorganized and they now have two divisions, Operations and Administration. Robbie Murray is the Deputy Director of Operations and Jeff Cox is the new Deputy Director of Administration. They also have two new Shift Commanders, Jay Shine and Mark Sheridan, who are in charge of day-to-day operations of the department. Rob Mauch is their new Manager of Standards and Quality, and Ed Engdahl is their new Education Coordinator. Additionally, Greg*

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*Eyler is the new Field Training Officer Supervisor and they have four new field supervisors.*

*Paramedic Station 104/100: They opened their newest station, a combined Supervisor/Paramedic Station on Plantations Road between Five Points and Rt. 24 officially on July 12, 2017. The new station is similar, but larger, than our single unit stations in Ocean, View, Long Neck and Laurel. It houses Paramedic Unit 104 and the East District Supervisor, EMS 100. This new facility replaces our previously rented station on Rt.1. near Midway. Thanks to those who came to support us at our open house this summer.*

*Sussex County EMS continues to participate in the CARES Cardiac Arrest Registry. In 2016, their Utstein Survival rate for cardiac arrest witnessed by bystander and found in a shockable rhythm by EMS was 25.0%. The CARES average for this same survival criteria is 27.5% and the national average for all EMS Systems remains much lower. Their high survival rate is impressive considering our rural response area. SCEMS attributes this to widespread LUCAS device deployment and a seven-year dedication to high performance CPR, as well as a system wide push to improve cardiac arrest survival. We have seen an increase in the frequency of bystander CPR performance. This is attributed to their continued public outreach teaching hands only CPR and the continued efforts of the 911 dispatchers to provide pre-arrival CPR instructions.*

*AHA 2017 Mission Lifeline Award: Director Stuart is excited to inform you Sussex County EMS has achieved the 2017 Mission: Lifeline® EMS Silver Plus Level Recognition Award. This award is based upon the achievements as identified through their agency's online application submission of data representative of cardiac related care delivered in 2016. This recognition program is not limited to EMS, but rather involves the entire care team. Starting with EMS, the measures go all the way thru to treatment in the Cardiac Cath Lab. He is happy to say that SCEMS paramedics have not only met the minimum benchmarks, but rather well exceed them! They partnered with Nanticoke Hospital, and together we both received the 2017 Mission Lifeline Silver Plus award! This program aims to recognize organizations for their vital role in providing timely treatment for STEMI patients.*

*They are at the end of the summer season and are gearing up for a busy fall of a very active special events season. They expect to participate in or support between 150 and 200 events again this year. They have or will be participating in several emergency preparedness drills, as well as providing paramedic coverage for multiple events throughout the year.*

*They have and continue to see an increase in heroin overdoses this year. This may be attributable to batches of heroin reported to be mixed/cut with Fentanyl, among other dangerous ingredients. The number of "saves" from these overdoses has been significant. In 2016, SCEMS responded to 440 overdoses where Narcan*

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*administration was necessary. So far in 2017 they have seen an increase in the administration of Narcan as compared to similar time periods last year.*

*Their annual Phoenix Banquet to recognize and honor our EMS providers and survivors was held on Saturday, April 15, 2017, at 6:30 p.m. at Milton Volunteer Fire Department. The Sussex County Ambulance Association and Sussex County EMS honored 6 cardiac arrest survivors and more than 100 providers and citizens. The ceremony recognized those who participated in what the American Heart Association calls the "Chain of Survival" for a victim of cardiac arrest with a successful outcome. This includes early notification by 911 dispatchers with instructions on how to perform CPR, early CPR and early use of an Automated External Defibrillator (AED), followed by early advanced care and transport to a cardiac care facility.*

*On Saturday, April 8, 2017, SCEMS held its annual EMS Banquet to recognize and honor our EMS providers and EMS partners at Selbyville Volunteer Fire Company. It was great to see all the providers from ALS and BLS get together to recognize the accomplishments of those receiving wards for their efforts.*

*SCEMS has embarked on an initiative of professional development for all levels of leadership within the department. They held their first two P3 (entry level manager) academies earlier this year and another is being scheduled for this fall. They have started requiring online leadership training through their Learning Management System and have started incorporating skills based training (exposure, accident investigation etc.) for their leaders during our clinical continuing education sessions. They are formalizing additional training for professional development that will be implemented over the next year.*

*Mobile Integrated Healthcare (MIH): They have initiated talks with Beebe Medical Center regarding MIH and we have spoken with the OEMS about the program. Through the partnership with Beebe, they have applied for a grant to support a pilot program for a period of one year. Their goal is to seek permission for a pilot program that is cost neutral to both the state and county. If they are successful with MIH grant, they will present a formal proposal to OEMS and the BMLD.*

*They completed Rescue Task Force training with Ocean View Police Department (OVPD) in June of 2016 and we completed the same training for all their new hires and those who missed the initial training this past June. OVPD hosted the initial training and several other municipalities from the surrounding area participated. Their paramedics participated in the four-hour long training that focused on providing EMS care in the warm zone of an active shooter incident. They have equipped our paramedics with a full complement of rapidly deployable "stop the bleed" tourniquets and clotting agents. A state-wide task force has been assembled that is looking at identifying a standard for training and a standardized approach to carrying RTF equipment and supplies.*

*They are focusing their efforts this year on enhancing their airway training by deploying field training equipment to be utilized by the FTO's and Supervisors during downtime. They are deploying the latest version of Air Traq video laryngoscopes system-wide by the end of this month. The new units are a ruggedized version of the initial Air Traq device they deployed initially and is touted to be more field durable. They are also enhancing our ECG analysis training in October and November as renowned educator Tim Phalen will deliver his course to their department.*

*VIII. PUBLIC COMMENT*